

POLICY AND PROCEDURE MANUAL	BCCMHA	PAGE 1 OF 4
CATEGORY – ORGANIZATIONAL PROCEDURES	CHAPTER 6	SUBJECT DD
PROVIDER COMMUNICATION	REVISED 09/24/14 11/20/18	EFFECTIVE 10/26/2011

I. PURPOSE

In order to ensure quality services and care with contract providers, Barry County Community Mental Health Authority (BCCMHA) needs to ensure that effective channels of communication are established and maintained which support a mutually beneficial payer-provider relationship.

II. APPLICATION

The provision of this policy applies to BCCMHA and contractual service providers.

III. POLICY

BCCMHA will ensure that network and out-of-network providers are aware of all information necessary to provide care to clients and to comply with each organization's administrative requirements.

IV. PROCEDURES

New Provider Orientation

New participating providers will be oriented to the network through receipt of an orientation packet. The orientation packet includes, at a minimum:

- Becoming a Network Provider
- Participating Provider Responsibilities
- Provider Agreement Definitions
- BCCMHA policies and procedures related to its provider network

Providers will also be trained on the Southwest Michigan Behavioral Health (SWMBH) information system such as Provider Access for electronic claim submissions.

PROVIDER COMMUNICATIONS

Updates on Network Activities

Providers will receive updates on network activities through mechanisms such as the following:

- SWMBH Provider Newsletter mailed to each Medicaid Provider
- Updated versions of BCCMHA policies and procedures as they relate to network providers
- Written correspondence communicating changes
- Provider meetings (by invitation on an as needed basis)

Changes in Rates or Contracting Provisions

Provider contracts contain the terms for provision of services, reimbursement rates and provider responsibilities. This document describes the relationship between the organization and the participating provider. Changes in rates or contracting provisions are communicated to providers through written correspondence and typically include a contract amendment.

Appeals Information

Appeals information may be found in the provider network policies and procedures submitted within the credentialing packet.

Provider Relations and Customer Service Contact Information

Providers with questions regarding orientation materials or requiring assistance regarding provider network issues throughout their time as a participating provider on the BCCMHA provider panel may contact the contract manager or agency designee.

Mechanism to receive suggestions and guidance from Providers

Providers with suggestions and guidance information about how to best serve BCCMHA clients can contact the contract manager or agency designee. The request for suggestions and contact information for the representatives shall be submitted within each credentialing packet and contract renewal letter.

PROVIDER COMMUNICATIONS

QUALITY IMPROVEMENT

This policy/procedure will be evaluated by the Quality Improvement Committee on an annual basis to enhance and improve the quality.

At any time, employees can request in writing, on the form provided, that this policy or items in this policy be reviewed by the Quality Improvement Committee. Employee's written requests can be given to any Quality Improvement Committee member.

When an area for improvement is indicated, the process for improvement as identified in the Quality Improvement Plan will be followed.

APPROVED BY:

Richard Thiemkey
Executive Director

Date

Debra Trout
Director of Corporate Compliance and Contracts

Date

PROVIDER COMMUNICATIONS

REVIEW DATE

03/28/12
09/19/12
09/18/13
09/17/14
09/16/15
09/21/16
09/20/17
11/14/18